

Pre-Bid Meeting Questions and Responses

Attachment B:

1. Q: is the deadline for questions November 16, 2018?
 - a. Yes
2. Q: What is the expected turn-around time for response?
 - a. City of Hyattsville will acknowledge questions immediately and will respond within 48 hours (2 working day). Questions that need more research, may take longer.
3. How will the project management mode would be used? Where would it be used? (page 9 and 10) Do you have particular program in mind or just a generic functionality of a unique project management tool you can use anywhere within the total number of users.
 - a. The city has many operational and capital project, streetlight replacement, street banners, office relocation, facility upgrade and construction. Not all users will use the project management module or need to utilize the capacity of the module.
4. Is internal Equipment Repair and Services primarily for the Department of Public Works (DPW)? Are there any other areas in the city that internal Equipment Repairs and Service would apply?
 - a. Primarily for DPW, but we will also use it for vehicle maintenance. Each department has point of contact that manage vehicle maintenance repairs.
5. Do you have particular functionality that you are looking for in an enterprise portal?
 - a. No Specific system
6. Timeclock (page 10) is your preference to stick with the e.g. the timeclock system you currently use and to integrate it into the ERP time and attendance.
 - a. We use Time Guardian we will evaluate whether or not we are replacing or integrating it once we see a demonstration and cost proposal.
7. Sometimes customer will give us an outline so it is consistent for each of the vendors who are responding.
 - a. Every company's proposal and capabilities will be different. We provided our expected outcomes on page 9 and 10.
 - i. [Company Comment: We will be calculation a 10-year cost, we include upgrades and maintenance costs.]
8. Do you have a methodology that you prefer? Have you determined whether to use agile or waterfall or combination or both?

- a. We have not identify the methodology. Agile or waterfall can work depends on the specific implementation plan. We really want to see the methodology that you use all the time. The more specific it is, the better, but we expect continuous customer involvement and engagement.
9. What is your approach to user acceptance testing? We need to understand as we build user storage how we engage your subject matter expert.
 - a. ? we will conduct a “conference room pilot” where users of each function will test all aspects of the software. This will occur between user training and go-live.
10. Since there are existing modules that you want to get away from, are they in database structure that allow me to use ETL tool to do data conversion, are they in database structure that allow me to do data input? How many existing database systems that you are going to sunset? When you do the cut over, this information is needed to develop a data migration plan associated to put into the ERP.
 - a. Its varies, vendors should put together the proposal that includes some dedicated hours for discovery and you put together an hourly rate that needs to be above those hours. We have some departments that use digital platform, while the HR department is entirely manual. We do not know the hours for each department.
11. Are you looking for a separate DMS system to integrate to ERP system or apart of ERP system?
 - a. Normally it is part of ERP system. The biggest challenge we have is that we have a lot of existing paper files now need that to be scanned into the system. We need to determine how we are going to access documents in the future. E.g. we use Microsoft 365, if your approach is to manage documents via SharePoint and then the ERP will pull out of that. It may result in a saving, so your proposal should reflect that information. If your ERP solutions not integrate with Microsoft 365, we will manage documents through ERP.
 - b. We are open to different methodologies just need to be explained. More capacities are reflected in the pricing structure.
12. The size of your organization is not Workday, Oracle or SAP kind of size, maybe Infor size have you done market research on what ERP solutions is the best fit for the organization for a functionality and size perspective?
 - a. Yes. Although a budget has not been fixed at this point, the ERP consultant, Vince Gismondi, is very familiar with the relative pricing of systems in the various tiers.
13. If there are modules that you don't have, would those be in the next phase?
 - a. If there is something that we are not doing and we believe we would be better served by having it integrated in the ERP, it will be in the next phase, (phase III).

14. We need to know how many power users are?
 - a. 20-25 users, Defined a director and supervisor, a system administrator (and backup SA) will be designated. The SA will setup and administer security, application "parameters", review issues before software support is called, etc.

15. Is the previous RFP document scanning merged in this RFP?
 - a. No, All vendors are responsible for document scanning.

16. Would you prefer the scanning being done offsite if possible?
 - a. Offsite is okay, HR document must remain on-site

17. Are older archive books that were requested? That is still part of it as well?
 - a. Yes, Most of those are council meeting minutes retained by the city clerk. Then will be included.

18. What phase is the validation of the data? phase I or II?
 - a. We will determine that as we begin working with the vendor

19. Do you want us to create a structured intake process? E.g. For job application function in the HR department, some forms that you can publish out to the website portal, and now make the intake process all structured?
 - a. That would be the ideal situation.

20. On data migration, would it be ok that we provide you a base template of one data we have in place so that give an idea of what we are trying to propose?
 - a. Yes. Especially for some of the common operations: HR.

21. Is a cloud based solutions acceptable?
 - a. Yes it is preferable

22. On Page 9 of the RFP, Food and Manufacturing. Is there a requirement for that?
 - a. No. Only the areas checked on page 9 apply to this solicitation.

23. Are we looking at different environments? A testing environment? In the future, are you going to add on more modules?
 - a. We will want to test the environment? A test environment (sandbox) is required. We expect this to be a long-term relationship and features or modules will likely be added in the future.

24. Within our cloud, you want us just to partition?
 - a. Yes

25. If you come up with a new feature that you think will be useful, would you like us to test it with you?
 - a. Yes
26. Will you have a verification and validation process?
 - a. Yes, our independent contractor will handle that function. He will monitor the implementation and we will determine if we will use an independent validation agent for the technical components. A formal verification and validation process will only be performed if it is a federal or state requirement.
27. Can we do recommendations if situations change?
 - a. Yes, we would require sample data? And will test from the sample data.
28. Where are we expected to do the implementation--place of performance? On site or off-site? Can most of tasks be done on the contractor's site?
 - a. The development does not have to be on site. Training, administrative tasks (finance, HR) can be done digitally. There will however be some onsite requirements. ERP systems are always implemented on site. Upon go-live, an implementation team member is required to remain onsite for a minimum of one week.
29. If you do development off-site, will the vendor need a security office and token rings to allow the VPN offsite. Background checks on persons you give token rings to since you are dealing with HR and police data.
 - a. When we negotiate the contract with the selected vendor, we will coordinate further and have an attorney review. We expect limited police data to be integrated. We do not anticipate that any program development will be required.
30. Is support management, generally, a 9 to 5 structure when most companies are available or do you envision emergency scenarios after hours?
 - a. Most modules will function to support traditional business hours (9 AM to 5 PM), if there was an after hour or weekend outage with these modules, we would likely not require emergency assistance, as long as the module was functioning by the next business day. 9 to 5 refers to the eastern time zone.
31. So we submit our quote with regular maintenance hours? Can we have more in the discovery period?
 - a. Recommend you present pricing for duty hours and after hours support so we have more information to make decision.
32. If the price proposal becomes too complex, how you are going to decide which one to select? What would you choose and not to choose?
 - a. Recommend the submission be tabbed and organized so that we have the option to pull things out that are not essential or feasible. We will need to scan HR and some City Clerk components so that must be included. We require that a total cost

of ownership with all costs including anticipated upgrades and support be included.

33. What do you need for modules? Do we decide or do you decide?
 - a. We will decide that.

34. If you decide it now, then everyone will draw the price proposal to make it easier for you.
 - a. Recommend you add a line items to each module and include your price in the proposal. Your price proposal will be broken down into modules and each module has certain dollar value. We will assess the risk of module.

35. From a cost perspective, if you do cloud, you should do infrastructure as a server, you should do SAAS software as a server. If you do cloud, there is no sense to buy a perpetual license. It would be a lot cheaper if you do infrastructure as a service, SAAS software module as well, as opposed to buying a perpetual license.
 - a. We do have some capacity on site. We will discuss it with our Consultant. Submit pricing for both.

36. The scanning part is very different from the ERP part. Some of the ERP solutions might go away because of just the scanning part.
 - a. Correct. If your ERP Company does not do scanning, recommend you subcontract. The primary contractor will still be responsible for the subcontractor's work-product. We found this to be the best way because the selected scanning platform has to be integrated with the ERP.

37. Do you want the source code?
 - a. The source code will most likely be put into escrow in case the contractor goes out of business,

38. Cashiering is now paper-based. What you might be looking at or what project will be used when it comes to the point of sale system in the future? Is it a limited amount or large amount of point of sale?
 - a. We are not involving point of sale. Cashiering is just intake of cash within limited areas of the city.

39. Do you need to have reports generated? What type of reports are you looking for?
 - a. Yes, we do. Dashboard is good and allows us to create reports including real-time from a toolbox of formats. We need to create customized upon request. There may even be some public facing reports. The ERP system must include a Business Intelligence module.

